

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering  
**Respondent:** John Puopolo  
**Title:** Director – Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 5 Follow-up

**DATED:** August 11, 2006

**ITEM:** Staff 5-8F Follow-Up      Electrics and VZ – Please discuss the options you employ (or might institute) to proactively communicate with customers and others, including joint owners, when scheduled work cannot be started/finished in a scheduled period for any reason and must be rescheduled/pushed out.

**REPLY:** Not all scheduled work involves a time sensitive commitment that impacts customers or other third parties. Many jobs may not require further communications if the projects are reprioritized within the scheduling period expected by the customer or other third party. In the limited number of instances in which pole jobs cannot be completed on time and that a time sensitive commitment is involved, Verizon NH will perform a work function review in the affected departments to consider adopting a process of proactively contacting both the customer and co-owner to alert them to the change in schedule and to establish new timeframes.

VZ #292